

Initial Needs Identified

(dynamic overview, currently under review and ongoing development)

Coordination and Support

- A single, reliable point of contact
- Coordination with hospitals, authorities and other relevant bodies
- Liaison between Swiss clubs and clubs abroad
- Careful, fair and consistent follow-up of individual situations

Psychological and Human Support

- Psychological care and emotional support
- Post-traumatic follow-up
- Discussion and support groups
- Interpreters and personal accompanying persons
- Support and relief for family members

Spiritual and Intercultural Dimension

- Support from women and men of faith
- Respect for religious rites and individual beliefs
- Intercultural mediation and sensitivity

Medical Follow-up *(subject to medical confidentiality)*

- Access to specialised physicians
- Involvement of other therapeutic professionals
- Long-term medical follow-up

Legal and Administrative Support *(subject to the protection of personal rights)*

- Legal translations
- Administrative translations
- Legal advice
- Assistance with insurance matters and procedures
- Support with complex administrative processes

Material and Logistical Assistance

- Temporary accommodation
- Food and meals
- Transport options

- Provision of vehicles or transport services
- Everyday assistance such as shopping, accompaniment or household help
- Clothing and personal necessities

Financial Support

- Financial resources to bridge acute situations
- Emergency advances
- Coverage of medical costs not reimbursed
- Costs related to frequent hospital visits by family members
- Loss of income due to reduced or interrupted employment
- Prevention of progressive indebtedness

Children and Education

- Childcare
- Educational support and guidance

Information and Communication

- Clear and reliable information for families
- Protection of privacy
- Sensitive handling of media inquiries

Long-term Support

- Individual follow-up over an extended period
- Particular attention to sensitive dates and anniversaries
- Repeated travel to specialised hospitals for patients
- Addressing social isolation resulting from reduced social contact
- Support in returning to professional life